



TOWN OF HUDSON

Library Board of Trustees



194 Derry Road • Hudson, New Hampshire 03051 • Tel: 603-886-6030 • Fax: 603-816-4501

Hudson Library Board of Trustees Approved Public Meeting Minutes For October 20, 2021

Present:

Trustee, Donna Boucher, Chairperson
Trustee, Mary Guessferd, Vice Chairperson
Trustee, Barbara Blue, Treasurer
Trustee, Flo Nicolas, Member-At-Large
Susan Gould, Alternate Trustee
Linda Pilla, Library Director

Excused:

Trustee, Erin Henderson, Member-At-Large
Selectman Brett Gagnon

Call to Order: Trustee Boucher called the meeting to order at 6:00 p.m. and led the pledge of allegiance.

Public Input: None

Reports:

Motion by Trustee Blue to accept the Public Minutes of September 15, 2021. Seconded by Trustee Guessferd. All in favor. Motion passed.

Motion by Trustee Guessferd to accept the Sealed Non Public Minutes of September 15, 2021. Seconded by Trustee Blue. All in favor. Motion passed.

Motion by Alternate Trustee Gould to accept the Public Minutes of September 27, 2021. Seconded by Trustee Nicolas. All in favor. Motion passed.

Correspondence: None

Treasurer's Report: Trustee Blue informed the BOT that the library budget is 27% spent which is where we should be for this time of the year.

Liaison's Report: None

Director's Report: See attached.

Strategic Plan: Trustee Guessferd informed the BOT that the Strategic Planning Committee will be meeting sometime next week to prioritize their options.

Acceptance of Donations:

Motion by Trustee Blue to accept \$24 from Shaw's bag program, \$600 from the Friends of the Library and \$20 from patron in memory of Donna Briggs. Seconded by Trustee Guessferd. All in favor. Motion passed.

Friend's Report: September was a really good month for Second Hand Prose book sale and donation event. We received 29 boxes of good books which will be added to the shelves for sale. There will be another sale and donation event on October 3, 2021. Several of the Friends will be volunteering for the Halloween event. There will be an extra meeting of the Friends in October to discuss Agenda items that didn't get resolved.

Department Heads Meeting has been scheduled for October 21, 2021

Old Business:

GMILCS:

Motion by Trustee Boucher to accept an invitation to join GMILCS and Trustees will use fines and income generating funds in account ending 0350 to pay for the initial cost of \$21,720 with the right to receive reimbursement if funds are available at the end of fiscal year 2022. Seconded by Trustee Guessferd. All in favor. Motion passed.

New Business:

Policy Updates:

Motion by Trustee Blue to accept the Exhibit & Display Policy and Request to Exhibit Form as presented. Seconded by Trustee Nicolas. All in favor. Motion passed.

Motion by Trustee Guessferd to accept the Bulletin Board & Literature Rack Policy as presented. Seconded by Trustee Nicolas. All in favor. Motion passed.

Motion by Trustee Boucher to accept the Collection Development Policy will corrections. Seconded by Alternate Trustee Gould. All in favor. Motion passed.

Operating Schedule:

Motion by Trustee Guessferd to accept the revised 2021 Operating Schedule to include New Year's Eve closure. Seconded by Trustee Blue. All in favor. Motion passed.

Motion by Trustee Guessferd to accept the 2022 Operating Schedule as presented. Seconded by Trustee Blue. All in favor. Motion passed.

Trustee Comments:

Trustee Blue: I'm very glad we are going to be joining GMILCS. It is very exciting.

Trustee Guessferd: I'm looking forward to exploring the wider world of GMILCS. I've been looking forward to joining this for many years. I'm very excited about that. I think cleaning up these policies is fantastic and you have done a great job. Read and keep reading.

Alternate Trustee Gould: We covered a lot in this meeting. I'm proud of us.

Trustee Nicolas: I'm very excited we have had an opportunity to see the data and statistics from the library and how they are tracked. I would like to see these figures every once in a while. I'm very excited to see GMILCS.

Trustee Boucher: I'm happy to say the library is going to be part of the Halloween celebration with the Town at the Hudson Speedway. I know the staff have been working hard in preparation for it.

Motion by Trustee Boucher to enter into Non-Public session in accordance with RSA 91-A:3, II (a) The dismissal, promotion, or compensation of any public employee or the disciplining of such employee or the investigation of any charges against him or her, unless the employee affected (1) has a right to a public meeting, and (2) requests that the meeting be open, in which case the request shall be granted. All in favor. Motion passed.

Roll Call Vote:

Trustee Blue – Yes

Trustee Guessferd – Yes

Trustee Nicolas – Yes

Trustee Boucher – Yes

Alternate Trustee Gould – Yes

Public Session reconvened at 7:35 p.m.

Motion by Trustee Blue to approve Tuition Assistance for staff member who is pursuing their MLS. Seconded by Trustee Nicolas. All in favor. Motion passed.

Motion by Trustee Blue to accept the Donation of Sick/Vacation Time Policy as presented. Seconded by Trustee Guessferd. All in favor. Motion passed.

Motion by Trustee Boucher to grant monthly stipends in the amount of \$400 per month to two part-time employees who have assumed the responsibilities of ILL. The stipends will be awarded from October 4, 2021 to December 31, 2021. Seconded by Trustee Guessferd. All in favor. Motion passed.

Motion by Trustee Boucher to seal the Non-Public Minutes of October 20, 2021. Second by Trustee Guessferd. All in favor. Motion passed.

Roll Call Vote:

Trustee Blue – Yes

Trustee Guessferd – Yes

Trustee Nicolas – Yes

Trustee Boucher – Yes

Alternate Trustee Gould – Yes

Next Meeting: Next regular meeting is scheduled for November 17, 2021.

Meeting adjourned at 7:45 p.m.

Respectfully submitted,

Terri Cicia

Rodgers Memorial Library Director's Report

Activities for September 2021

Director's News

Staff news: This really has been quite a month. After celebrating our staff health/retention successes for the past year, I am sad to say we have had some substantial staff turnover. Three of our library pages left us to go to college. We wish them every success, but they have left big gaps. Angela B., our newest employee, has been offered a full scholarship at an out-of-state school. Again we wish her every success, but we are back to the drawing board as far as finding a new library assistant who wants to be involved with programming for the Children's Room. Glenna R. has retired and is making her permanent home in Florida. We may see her from time to time, but she has indicated that this time it is permanent. Add to that some staff members needing to take extended time off for various health issues, and RML is experiencing a bit of a staff shortage. All shifts have been covered and there have been no cancellations of programs. However, it is definitely a bit of a stretch and I am glad we didn't opt to extend our hours.

YOUTH SERVICES REPORT: September 2021

YOUTH SERVICES SUMMARY	Events	Participants	Average
School Outreach	2 programs	21 participants	10 participants/event
Children's Programming	31 programs	479 participants	15 participants/event
Tween/Teen Programming	8 programs	44 participants	5 participants/event
TOTALS	41 programs	544 participants	13 participants/event

Children's Services

The children's staff is weeding the collection. The juvenile chapter books were weeded in September. We filled in series gaps, replaced lost books, and paid attention to what circulates well so that we can curate the best possible collection for the families of Hudson. We are now working on weeding nonfiction with the goal of updating materials, especially materials related to science and technology topics.

The children's staff have worked hard to create programming for all ages with a focus on literacy and building friendships. Our Fall Programming session began on September 7th.

Adventurers Storytime	Ages 3-5	58 participants
Storytime for preschoolers. Songs, stories, and activities. <ul style="list-style-type: none"> Squirrels, painting with acorns craft (11) Worms, made wormery for pet worms (17) 		

- Apple Trees, apple tree collaborative mural (12)
- Going on a bear hunt, teddy bear craft (18)

Movers & Shakers	Ages 1-3	69 participants
Storytime for toddlers. Stories, songs, games, and activities for kids that don't sit still long.		

Curious Kids	Ages 2.5-5	42 participants
Sensory playtime. Children and their caretakers rotate between 3-4 centers		

Page Turners	Grades 1-5	19 participants
Graphic Novel book club meets twice a month. September's book was Wings of Fire. <ul style="list-style-type: none"> • Dragon Egg craft • Book discussion and scavenger hunt 		

Family Dance Party	All Ages	30 participants
Dancing, bubbles, and instruments.		

Pokemon	Ages 6+	38 participants
Play Pokemon, trade cards, and create fan art.		

Homeschool STEAM	Ages 6-12	17 participants
An opportunity for homeschool families to connect with each other and enjoy STEAM activities. <ul style="list-style-type: none"> • Apples A-Head: Create a contraption that allows you to carry an apple on your head without using your hands. • Popsicle Stick Bridges: Build a bridge that can hold weight. • LEGO Beyblades: Build a top from LEGOs that will spin. Last top spinning wins. 		

Full STEAM Ahead	Grades K-5	9 participants
School-age kids enjoy STEAM activities. <ul style="list-style-type: none"> • Popsicle Stick Bridges: Build a bridge that can hold weight. • Paper Airplanes: Learn to fold three different types of paper airplanes • LEGO Beyblades: Build a top from LEGOs that will spin. Last top spinning wins. 		

Songs & Snuggles	Birth-18 months	2 participants
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For babies and their caregivers. Enjoy time together with other caregivers and their babies as we learn, play, and develop language and motor skills.

Take & Make Kits	All ages	195 participants
<ul style="list-style-type: none"> • Paper Sunflowers (42) • Squirrel Puppet (36) • Pigeon Handprint (35) • Torn Paper Owl (72) 		

StoryWalk	All ages	
<p>New storywalk installed between the RML sign and courtyard. "The Day You Begin" by Jacqueline Woodson and illustrated by Raphael Lopez. Most people have not filled out evaluation forms, but we have seen families participating. The education teacher from the CTE Center may bring her classes over to see it.</p>		

School Outreach

Connecting with the schools has been difficult as they are still navigating health safety protocols due to the pandemic. All field trips have been suspended until 2022, but the library is exempt from the suspension for Hills Garrison and Alvirne because we are on the same campus. We are looking for ways to promote Brainfuse within the schools as well. We are hoping to connect with school media specialists and art teachers when we announce our library card design contest.

Kara Saranich	CTE Education	7 people
<p>Students in their second year of the education track came to find books they will use to write a lesson plan. All students received high school fine free library cards.</p>		

Lauren Denis	Alvirne English	14 people
<p>We opened the library early so that Ms. Denis's first period class could get a tour of the library and check out the library's materials and services. All students received high school fine free library cards.</p>		

Tween/Teen Programming

In an effort to connect with high school students, Becca has been standing outside, offering snacks, and inviting students to programs. Starting in October, we plan to offer hot cocoa after school everyday.

Candy Bar BINGO	Grades 4-7	12 participants
<p>Play BINGO. Win candy. We are planning this as a monthly activity for tweens.</p>		

Novel Nation	Grades 4-7	1 participants
<p>Read and discussed "The New Kid." Discussed experiences as a new kid and compared the story to the storywalk "The Day You Begin." Encouraged the participant to invite friends to next month's "The</p>		

Remarkable Journey of Coyote Sunrise.”

Anime Club	Grades 7-12	19 participants
We watched anime via Crunchyroll, ate ramen, played games, and talked about our favorite manga and anime.		

Teen Video Game Club	Grades 7-12	4 participants
This used to be a big program for teens. We're hoping to attract more participants as we reach out to schools.		

Teens After Dark	Ages 13+	7 participants
After hours program for teens only. Watched Black Panther and ate pizza and popcorn. Next month will be pumpkin carving.		

Tween DIY	Grades 4-7	1 participant
It may take some time to get the word out about this program too. Tween programming is difficult to fit between the end of school and a 5:00 closing time.		

ADULT SERVICES

Little Women Doll Raffle - Amy Donated a complete set of Little Women dolls by Madame Alexander. They were displayed in the glass case in the lobby and raffled off as a set. **50 people participated**

Book Raffle - We are having a monthly raffle for a popular book. We had Stephen King's new book "Billy Summers" as the September prize. People could enter once via email as well as every time they visited the library since we want to encourage library visits. **Tickets: 78**

Drop in Stitches - This is now a registered program with a limit of 20 people. Walkins are welcome on a space available basis. **52 people participated**

Genealogy Club - Meets on the second Friday at 1:30. This month's program was cancelled.

Geopolitics on Zoom - John Penasack has reinstated his weekly program on Zoom on Thursdays. **6-10 people attend this weekly program**

Sing Along at Fairview - Amy revised the song books to be easier for the residents to use, keeping the easier, more familiar songs so we don't have to skip pages and making the book one sided so they can find the songs more easily. **24 people attended**

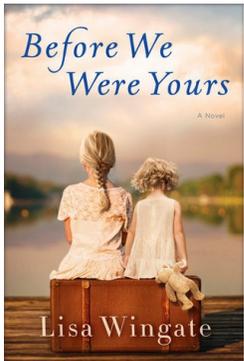
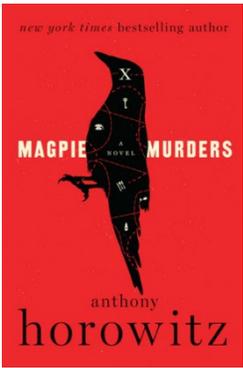
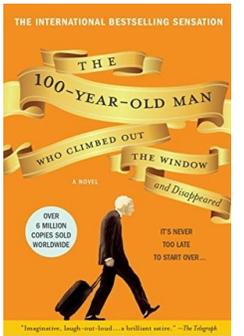
Fairview Visits - Kristen went twice this month to the Fairview memory care unit where she talks with and reads to residents. **45 people participated**

Spice Club - We create a spice club kit containing a sample of the spice of the month, information about the spice, a recipe, and information about our new AtoZ Food USA and AtoZ World Culture databases that contain additional information about the spice and additional recipes. Amy connected with Nicole Gagliardi, owner of The Spice and Tea Exchange in Portsmouth. She has offered to donate spices for the club in return for a donation receipt. This month's spice was Herbes de Provence. She presented a Zoom discussion about Herbes de Provence and lavender in cooking at our Spice Club Chat September 29.

Spice Club Kits: 35, Spice Club Chat, 11

Displays - We changed the display on the large table to Diverse Voices and displayed new fiction by authors of color. On the round table we had a display of New England cookbooks.

Book Groups

SEPTEMBER			
<u>Evening Book Group</u>	<u>Jane Austen BG</u>	<u>Mystery Lovers BC</u>	<u>Afternoon BG</u>
 <p>Before We Were Yours A Novel Lisa Wingate</p>	<p>Jane Austen</p>	 <p>new york times bestselling author MAGPIE MURDERS anthony horowitz Anthony Horowitz</p>	 <p>THE INTERNATIONAL BESTSELLING SENSATION THE 100-YEAR-OLD MAN WHO CLIMBED OUT THE WINDOW and Disappeared A NOVEL OVER 6 MILLION COPIES SOLD WORLDWIDE IT'S NEVER TOO LATE TO START OVER... "Imaginative, laugh-out-loud... a brilliant series." -The Telegraph JONAS JONASSON Jonas Jonasson</p>
7 attended	Cancelled this month	6 attended	3 attended

STATISTICS – Database usage

	Jul	Aug	Sep	Total
SESSIONS				
<u>Database Sessions</u>	38	34	47	119
Ancestry Plus Online/Ancestry Library	12	7	0	19
HeritageQuest Online	2	4	4	10
Transparent Languages	5	4	4	13
World Book Online	1	0	4	5
Consumer Reports	10	12	6	28
Brainfuse	7	7	28	42
Cypress Resume	1	0	1	2
<u>World Trade Press</u>	19	1	3	23
AtoZ Food America	17	0	2	19
AtoZ Maps Online	0	0	1	1
AtoZ The USA	0	1	0	1
AtoZ The World	2	0	0	2
<u>Ebsco Online Sessions</u>	71	18	10	99
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Academic Search Premier	3	0	0	3
AHFS Consumer Medical Information	1	0	0	1
Amer. Heritage Child.'s Dictionary	1	0	0	1
Assoc. Press Video Collection	8	4	2	14
Auto Repair Resource	1	0	0	1
Business Source Premier	2	0	0	2
Consumer Health Complete	1	1	0	2
Consumer Health Reference eBook Collection	2	0	0	2
eBook Collection (EBSCOhost)	1	0	0	1
ERIC	1	0	0	1
Funk & Wagnalls	2	0	0	2
GreenFILE	1	0	0	1
Health Source-Consumer Edition	3	0	0	3
Hobbies & Crafts Reference Center	2	0	0	2
Hobbies & Crafts Video Collection	2	0	0	2
Image Collection	4	3	2	9
Image Quick View Collection	0	1	0	1
Library, Info. Science & Tech.	1	0	0	1
MarketLine Company Profiles Authority	1	0	0	1
MAS Reference eBook Collection	1	0	0	1
MAS Ultra - School Edition	2	1	0	3

MasterFILE Premier	3	3	2	8
MasterFILE Premier - Publications	0	0	0	0
MasterFILE Reference eBook Collection	2	0	0	2
Middle Search Plus	2	0	0	2
Middle Search Reference eBook Collection	4	0	0	4
Newspaper Source	2	0	0	2
Novelist	0	0	0	0
Novelist Plus K-8	0	0	0	0
Novelist Plus	8	3	4	15
Primary Search	2	0	0	2
Primary Search Reference eBook Collection	1	0	0	1
Professional Development Coll.	1	1	0	2
Regional Business News	1	0	0	1
Salud en Espanol	1	0	0	1
Small Engine Repair Reference Center	1	1	0	2
Topic Overviews Public Libraries	1	0	0	1
TOPICsearch	2	0	0	2
	Jul	Aug	Sep	Total
<u>Newbank Online Sessions</u>	32	33	32	97
Full -Text Newspapers	28	30	30	88
GenealogyBank	4	3	2	9
Totals for Sessions	160	86	92	338

Totals for Searches	1,868	1,259	1,051	4,178
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ROOMS & PCs

170 People logged in to use the Public Access Computers in September. 74 Guest passes were issued.

Study Room Use:

- Study room – 21 (28 in August)
- Study carrels – 36 (40 in August)

MUSEUM PASSES

Museum Name	UsageFY20	UsageFY21	August	September	Inc/ Dec
	22	23	4	2	-2
Animal Adventures Family Zoo & Rescue Center					
Aviation Museum of New Hampshire	0	8	2	0	-2
Bedrock Gardens	0	29	4	1	-3
Boston Children's Museum	43	6	5	4	-1
Castle in the Clouds	12	14	1	4	3
Children's Museum of New Hampshire	37	6	3	0	-3
Currier Museum of Art	19	10	0	0	0
Davis Farmland	48	23	13	3	-10
Discovery Museums	50	11	2	0	-2
Manchester Millyard Museum	5	2	0	1	1
McAuliffe-Shepard Discovery Center	32	13	3	0	-3
Mt. Kearsarge Indian Museum	2	3	0	0	0
Museum of Fine Arts Boston	39	14	1	0	-1
Museum of Science	129	16	7	4	-3
Nashua Silver Knights	21	12	5	0	-5
New England Aquarium	165	81	20	7	-13
New Hampshire Historical Society	3	0	0	0	0
New Hampshire State Parks	46	51	18	4	-14
Salem Witch Museum	17	0	0	0	0
Seacoast Science Center	25	18	4	0	-4
SEE Science Center	49	5	5	2	-3
Squam Lakes Natural Science Center	39	9	10	3	-7
Strawbery Banke	15	6	7	0	-7
Trustees GO pass	0	2	1	2	1
York's Wild Kingdom	64	12	10	2	-8
Zoo New England	83	117	21	6	-15
Totals	965	491	146	45	101

CIRCULATION DEPARTMENT - Kristen Buckman

Circulation Department- Kristen Buckman

Circulation:

- Adult circulation for September was **3,203** items. Circulation was down 6% from August and down 11% from September 2020.
- Foot Traffic was **4,265**, down 13% from August and up 25% from September 2020.
- We issued **69** new patron cards in September
- We currently have **4** patrons utilizing our Books by Mail Program.
- A total of **21** outgoing fax transactions were sent.

Downloadable eAudiobooks, eBooks, and ePeriodicals

	September	August	Percent Change
eAudiobooks	859	871	-1%
eBooks	790	894	-12%
ePeriodicals	76	146	-48%

- Patrons checked out **859** eAudiobooks, **790** eBooks, and **76** ePeriodicals. Downloadable materials experienced a net decrease from August which may have been a result of kids returning to school and families having less time to devote to leisure reading.

Notary Service(s): 20

Hours:

- The library was open **220** hours during August and closed **8** hours in observance of Columbus Day.

Interlibrary Loan

COMPARISONS BETWEEN September AND August 2021		September 2021	August 2021	Percent Change
Materials requested by Hudson patrons	Requested	311	337	-8%
	Filled	282	279	1%
	Percent filled	91%	83%	

Materials lent by	Requested	110	114	-4%
RML to	Filled	65	105	-38%
other libraries	Percent filled	59%	92%	

- ILL fill rates fluctuate based on item arrival timing and on the total number of RML patron requests made in any given month.
- The percent of loans filled by us for requests made by other libraries was 59% for the month of September. This is a relatively low fill percentage. There are several factors that could contribute to this low fill rate. For example, the ISBNs of Graphic novels in series are included on the Evergreen catalog record listing regardless of whether or not the library owns a particular volume. This sometimes results in requests coming to us for a particular volume in a series that we don't own. In addition, items that are newer or circulating well here at the RML may get requested but are not sent. In addition, downloadable items that share a listing on our catalog may also get requested but are inevitably unfillable by us.

News:

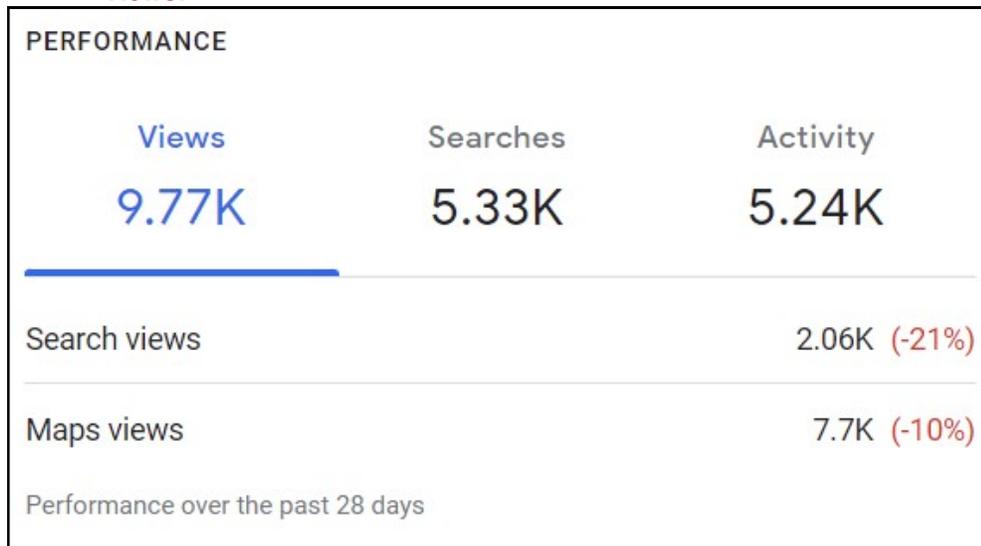
- Gina placed Interlibrary Loan Requests on ShareIt for Books by Mail patrons.
- Krista continued submitting Interlibrary Loan requests via the RML's online ILL form for Books by Mail patrons.
- Duane collected trivia questions from staff members for a daily trivia game. All correct answers were collected and a winner was drawn for a \$20 gift certificate to True Value. There were 53 entries. Noah P. was the winner. He correctly answered the question "How many months did the Pony Express last before going bankrupt?"
- Glenna is retiring. Her last day will be October 1. She will be greatly missed.
- Karen will be gone from the end of September through the first week in November.
- Patron Initiated Interlibrary Loan requests were made available on the state-wide system (NHAIS), to RML patrons.
- Kristen continued to visit the Fairview Memory Care Unit, twice monthly.
- Kristen became a Notary Public.

INFORMATION TECHNOLOGY AND TECHNICAL SERVICES

Routine Tasks

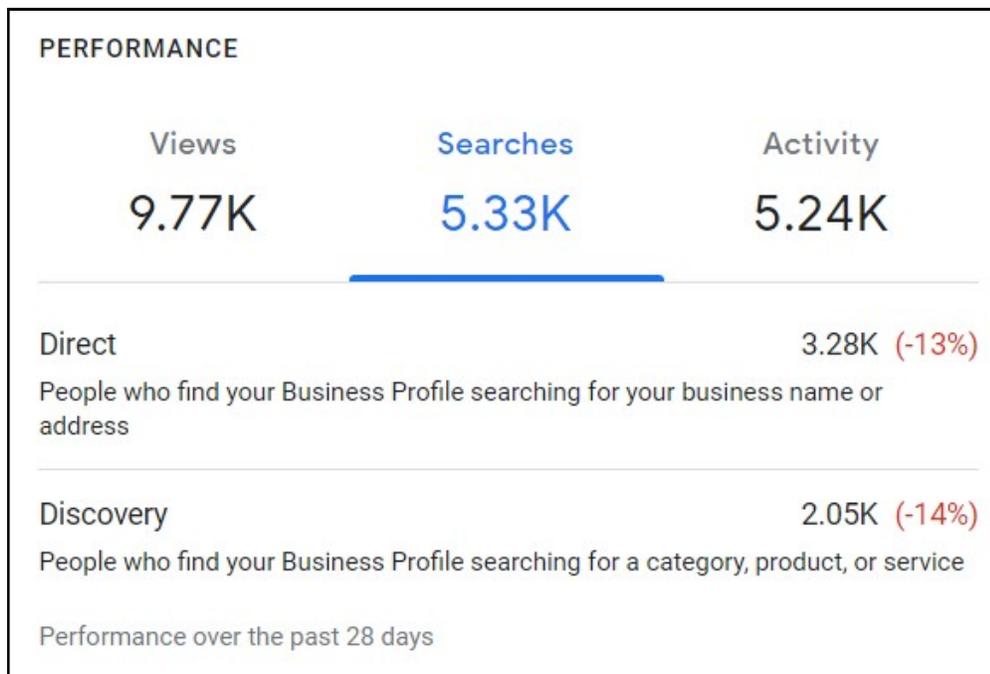
- **Website**
 - From **Google Business**: Performance (views, searches & activity):

▪ **Views:**



○

▪ **Searches:**



○

- **Activity:**

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PERFORMANCE		
Views	Searches	Activity
9.77K	5.33K	5.24K
<hr/>		
Website visits		506 (-22%)
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Calls		73 (-22%)
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Photo views		4.54K (-15%)
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Direction requests		112 (-12%)
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Performance over the past 28 days		

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- There were **56** changes to the website in July

- **Tech Tickets**

- We responded to **22** requests for IT help from staff.

- **Online Chats - 6**

Databases

- Since September 14, we have not been able to access any of our databases. This has involved several hours of work from the IT staff, Brian and the database provider (OCLC) to attempt to resolve. We hope to have all of them up and running by early October.
- The lack of access may be part of the reason that database numbers are lower.

Non-routine Tasks

- Continue to catalog the Library of Things. Will have all items cataloged, with accompanying web pages and online documentation, by early October.
- Currently creating a staff-only website, featuring content pertaining to RML employees (schedule, Evergreen, phone numbers, etc.). Can only be accessed by RML staff. IT is having a look and proofing/amending.
- Personnel update: Temp worked well - was able to process a LOT of withdrawals - see number below.

Projects for October

- Resolve database accessibility issues
- Complete Library of Things items
- Finish staff website
- Update LoT and Museum Pass pages

Technical Services

- **Better World Books:** 415
- **Mending:** 40
- **NHDownloadable additions:** 0
- **Withdrawals:** 1,786

Respectfully submitted,

Linda Pilla
Library Director